

# coral sea

PROPERTY MANAGEMENT

# news

November 2011  
Edition #2

## CORAL SEA DICTIONARY

Coral Sea YAHOO WAHOO  
education for dummies 101



### YA•HOO –noun.

1. When all tenants are up to date with their rent, therefore no tenants in arrears!

*You guys rock! (We had 17 Yahoos for the month of October!)*

### WA•HOO –noun.

1. A shout out of joy
2. A sound all the staff at Coral Sea make when all the properties on our rent roll are fully tenanted. Backed up with a tragic booty shake, tragic levels vary between each staff member.

### YA•HOO WA•HOO –noun.

1. A combination of the above, our tenants are very happy and time to go to the pub!

## FUNNY HA HA

"It is white."

— George W. Bush after being asked by a child in Britain what the White House was like, 7/19/01.

"A dictatorship would be a heck of a lot easier, there's no question about it."

George W. Bush



## CHAIRMAN MEOW AND HIS BAND OF PIRATES TAKES OVER!

We've been sneaking up for months now, but the cat (or Chairman!) is finally out of the bag.

You've seen the flags and read the articles, now it's time to unleash the pirates' full guns broadside.

The Pirates of the Coral Sea have declared war on the fat, bloated, inefficient corporate wankers of traditional real estate.

Like you we are sick and tired of seeing owners and tenants treated badly by lazy property managers so we decided to declare war.

Boom! Bring your property to Coral Sea and if it's vacant more than 14 days we'll pay your rent!

Crash! If you're not delighted with our service, don't pay, no questions no asterixes.

Clang! If you're still not a delighted pirate we will return your file back in 60 minutes, no 30 or 90 day lock ins here, if you're not happy it's shark food for us!

The first shots have been fired and I'm sure none of you will be surprised that there has been a few casualties among the traditional agents - the magpie legged corporates have gone ghostly white and tremble at the knees.

"They can't do that! It's not fair!" So much whining we need a plate of cheese to go with it! We would love to have you all join in and spread the word and help poke fun at the lazy corporates.

So tell your friends, tell your enemies, but most of all tell the silly corporates. The Pirates of the Coral Sea have declared war on bad property management and crap service. AAAARRRRRRGGHH!

PS: If you dance the hempen jig with your mateys, spread the word of our guarantees and our declared war on traditional sluggish, magpie-legged real estate agents!



**Delighted with our service?**

For each referral who becomes a client we give you \$250 buckaroos.

Arrrrgggghhhh! Think of all the rum!!!

# THIS MONTH'S STATISTICS (FOR THE GEEKS)



For the month of October,

- 99.88% OF YOU WICKED TENANTS ARE UP TO DATE WITH YOUR RENT! (For those of you who aren't the MR T is on his way)



- And... 99.19% OF YOU ARE ON LEASE!

**Cheers guys, you rock!**

## TENANT OF THE MONTH

A massive congratulations and thank you go out to Kay Strong this month! Kay keeps her property looking fit for a king and is always 7 days in advance with her rent!

**You betcha! You're the Chairman's favourite!**

Pop into the office at any time and collect your prize, get a happy snap with the Chairman and then we will feature your photo on our websites gallery and make you both rock stars. Kay you and a special someone will be dining at the exquisite Vine21 for breakfast courtesy of Rob, Patricia and the team at Coral Sea.



Check out Vine21's mouth watering

breakfast, lunch and dinner menu at <http://www.vine21.com.au>.

PS Visit our Rogues' Gallery for happy snaps of all our great tenants and candid and fashion shots of the Chairman.

<http://www.coralseaproperty.com.au/photos>

## LOOTERS AMONG THE MATEYS!

In the early days of October it is alleged that crooked, jealous, magpie-legged corporates sent out mini flag stealing assassins and launched a midnight raid and commandeered THREE of our Jolly Rogers! Those unfortunate scallywags should have known, that Pirates are always equipped and we have plenty more Jolly Roger's to take the stolen ones place! ARRRRGH!

The pirates of the Coral Sea are offering up a sizey reward to any buccaneer who can give us word on the sneaky bilge-rats or the secret quarters where our Jolly Roger is being held captive, and an even bigger reward for any fellow who can relocate our Jolly Roger from the scurvy dogs lair and back to our ship alive! Savvy?

If you succeed on this quest, you will be named champion! You bucko, will be showered in pieces of eight, wine, and of course the pirates old favourite RUM!

Let's begin the hunt for the Jolly Roger, plunder the quarters of the sea dogs & get me Jolly Roger back flying high on ye pirate ship where he belongs!

Heave ho!



Captain Poobury

[www.coralseaproperty.com.au/blog](http://www.coralseaproperty.com.au/blog)



## A REMINDER TO ALL TENANTS

**WE REQUIRE YOU TO BE 7 CLEAR DAYS IN ADVANCE AT ALL TIMES.**

If you rent through Coral Sea Property Management you are guaranteed a safe, secure home that is suited to your needs. We understand how important it is to you to find the perfect home to rent. Please remember, the owner of your property has a mortgage to pay, so it is equally important to us that you remain in advance with your rent.

It may surprise some of you, but we are humans, and treat all of our tenants as such. We understand that sometimes people are forced to unwanted strikes of fate – if at any time you happen to fall behind with your rent, contact Nicole or Verena at the office and we can organize a payment plan with you. If you remain open and honest we will always be happy to help you. Don't pick up the phone? They will open up a can of WHOOP ASS!



## CORAL SEA OFFICE HOURS

Monday – Friday 9-5, Saturday 9-12

Outside these hours we are busy having fun!

For after hours emergencies call

**Electrical** - Kolbys Electrical ..... 4729 0466

**Plumbing** - Northern Plumbing . 4775 7320



p 07 4724 1723 f 07 4724 5201

a 621 Flinders Street, Townsville QLD 4810

w [coralseaproperty.com.au](http://coralseaproperty.com.au)



## SHOCKED BUSH

Donald Rumsfeld gave the president his daily briefing. He concluded by saying: "Yesterday, 3 Brazilian soldiers were killed."

"OH NO!" the president exclaimed. "That's terrible!"

His staff was stunned at this display of emotion, nervously watching as the president sat, his head in his hands.

Finally, the president looked up and asked, "Just how many is a brazillion?"



## LOOKING?

Looking for a flash new property or know someone looking?

Check out our website & see what we have available!

<http://www.coralseaproperty.com.au/property/for-rent>

Coral Sea have stepped up to a new dimension of advertising and presentation! We have embraced the interweb thingy and new tekonomie.

Check out our:

### Coral Sea You Tube Channel

and feel free to leave us comments! (No swearing you bad boys, you know who you are!) We always love your feed back!



## MAINTENANCE HOW TO

Our tenants are our owners most important asset and we take your comfort seriously.

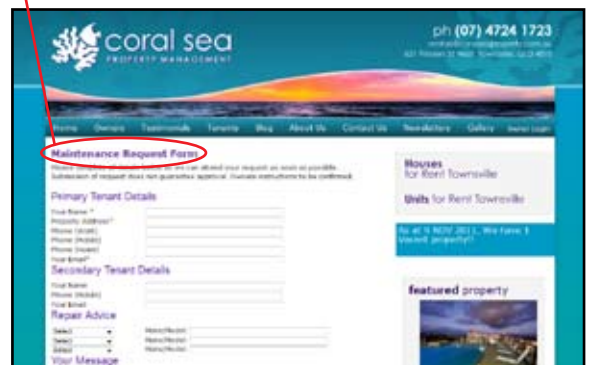
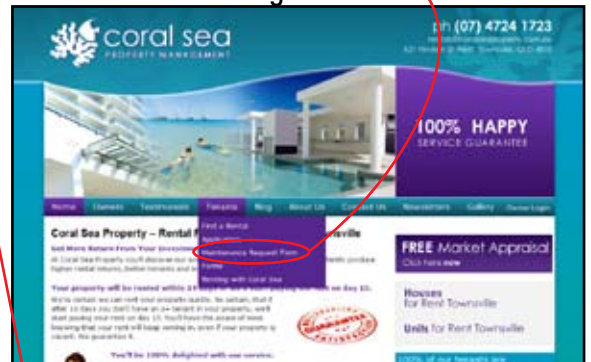
You have the right to expect that your property is kept in tip top condition and maintenance is carried out in a timely manner. To help ensure this is the case we have instigated a seamless online maintenance system. We would appreciate your assistance by logging any maintenance requests online so we can maintain a high level of service. The process is detailed below:

### How to lodge any maintenance requests:

1. Go to our website <http://www.coralseaproperty.com.au/>
2. Select Tenant tab, click on **Maintenance Request Form**
3. Ensure you have completed all the troubleshooting and read and acknowledged the Terms and Conditions. Once you have confirmed, continue to the **Maintenance Request Form**.
4. Enter all the necessary details as required. Please ensure you enter as much information as possible including Model number and serial numbers.

The more information you provide the faster we will be able to assist you and get your maintenance completed.

Once submitted you will receive a confirmation email detailing your maintenance request and noting the date and time your request was submitted. Please keep a copy of this email as your record of the maintenance being lodged.

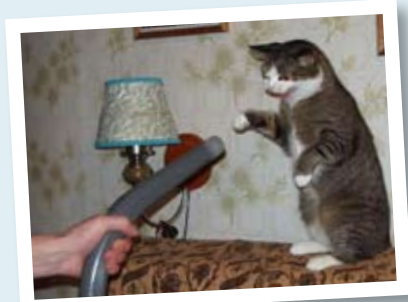


### What happens now?

- You will be contacted by someone from the office within 72 hours.
- The job will be allocated to a tradesman and you will be contacted within 7 days by the tradesman to organise access (no keys) or inform you of when they will commence work (keys OK).
- We will also contact you with the tradesman's contact details who has been allocated your task. You are free to contact the tradesperson direct once we have given you this number to arrange a convenient time or to give them a little helping reminder!
- We endeavour to have all routine maintenance tasks completed within 14 days.
- If your maintenance has not been completed within 14 days please contact our maintenance team Anita A. or Cam in the office for an update.



## CHAIRMAN'S MEOW



Through recent discoveries, we have acquired the one and only Chairman Meow's own diary. Over the next coming month we will reveal one at a time Chairman's secrets, plots and crazy cat antics. If you can't wait to see what he has been up to, hop on to our blog which also features more than feline shenanigans, it also keeps you up-to-date with all things property management from increasing capital growth, helpful hints for landlords, funnies, all our monthly newsletters & everything in between.

### Dealing with vacuum cleaners

**VACUUM CLEANER:** This appalling Beast is known by many names, "Cat Eater" being the most prevalent. Humans will turn into raging monsters while under its influence, sucking up all the carefully shed cat hair and terrorizing the feline residents with evil glee. All you can do is run and hide.

Occasionally, the humans are forced to open the vacuum cleaner and remove a swollen bag from within. This is its stomach, and must be destroyed at all costs. Do not worry if the human yells at you, for the yell is really that of the beast in pain.

**Til next month,  
The Chairman**

## NEW TENANTS THIS MONTH

We'd like to welcome all our new AND renewing tenants to the Coral Sea Pirates Crew! These guys know all know how to stay in the good books, they've all been caught supplying the Chairman with illicit pats!



Kiara, Mark & the Chairman

Anita, Hanna, James & the Chairman

Ann-Maree, Shaun and Boss man



Mouhamed & Chairman

Katherine & the Chairman himself

Mary & Tash with bub

**CHECK OUT MORE NEW TENANT PHOTOS AT** [www.coralseaproperty.com.au/photos](http://www.coralseaproperty.com.au/photos)

## MEET THE PIRATES OF THE CORAL SEA THE WHO-TO-GO-TO'S

### Tenant Team - The Gunners

The Gunners' duties include taking care of all the crew, ensuring all properties are well maintained and you crew are shelling out your rent 7 days in advance.

They also look after your routine inspections. These guys are here to help so feel free to give them a call or suck up by buying them a bottle of wine.

Beware these girls are always helpful, sweet and pretty but don't mess with them or they will have you walking the plank!



Team Leader:  
Verena Evans



Tenant  
Team: Nicole  
Geissler



Team Leader:  
Anita Aakjaer



Handyman:  
Cameron  
Murchie

### Maintenance Team - Team Fix It!

Team Fix It, are the ones to have on speed dial for all your maintenance needs.

From a leaky tap to electrical faults they will make sure your quarters are fit for a Captain and not like a poop deck!

Remember to lodge your Maintenance Request online (see previous page)

For the uninitiated **Chairman Meow** is our office cat. He seems to spend his days lazing in the reception area greeting all and sundry and demanding pats and attention before swiping at an unsuspecting ankle or tiptoeing across a computer keyboard in the middle of any important task. He is the Chairman of the Board and lets it be known his word is law. (especially if his claws haven't been clipped!)